

ORDER AND DISPATCH TIMES

I aim to post all orders by Thursday each week, but sometimes I am able to dispatch orders quicker. You will receive a message and email confirming the order has been dispatched. If you need something urgently, please email hannemade@gmail.com and I will aim to meet your request where possible.

CUSTOMS AND IMPORT TAX

If you live outside of the UK, you as the buyer are responsible for any customs and import tax that may be charged on arrival. Charges vary from country to country so it's impossible to say how much it might be.

I am not responsible for any delays at customs.

RETURNS

If your purchase is damaged please email me in the first instance and I will endeavor to rectify the issue.

A GUIDE TO OUR POSTAGE & PACKING

UK

Prices range from £2.250 to £10 and will be calculated at the checkout, based on the subtotal of your order and your shipping address.

EUROPE & N. IRELAND

As of 8th Dec 2024 I will be pausing deliveries due to new EU regulations.

US & CANADA / AUSTRALIA & NEW ZEALAND

(Please note that you as the buyer are responsible for any customs and import tax that may be charged on arrival).

Prices range from £5 to £30 and will be calculated at the checkout, based on the subtotal of your order and your shipping address.